

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (H1) Development and Maintenance Support for the Traveling Exhibits Website

TA No:	319		
Task Area Monitor:	Alternate Task Area Monitor:		None
NASA POC:	Software Control Class:		Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

This task is to provide development and maintenance support for the NASA Langley Traveling Exhibits website.

3. OBJECTIVE

This task is to provide development and maintenance support for the NASA Langley Traveling Exhibits website.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:

Provide general development and maintenance support for the NASA LaRC Traveling Exhibits website.

General IT Support Services Performance Metrics

Performance Standard: Response to requests for help is given within Four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: Corrective actions taken within two days following the reporting of issues.

Performance Metrics:

Exceeds: Corrective actions taken in less than two days following the reporting of issues.

- Meets: Corrective actions taken within two days following the reporting of issues.
- Fails: Corrective actions taken in greater than two days following the reporting of issues.

Performance Standard: The contractor is responsive to customer service requests during the evaluation period.

Performance Metrics:

- Exceeds: Contractor responds to customer requests 8 business hours of receiving the request.
- Meets: Contractor responds to customer requests within 24 business hours of receiving the request.
- Fails: Contractor does not respond to customer or responds to the customer request after 24 business hours of receiving the service request.

Performance Standard: The systems to which these services apply are kept up to date with minimum disruption in capability due to upgrades. Minimum disruption is defined as an inoperable server for more than six (6) business hours.

Performance Metrics:

- Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted. Databases and systems are restored within 3 business hours of disruption.
- Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions. Databases and systems are restored within 6 business hours of disruption.
- Fails: Any of the requirements of this section are not satisfied. Databases and systems are restored more than 6 business hours after disruption.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

Regular review meetings will be scheduled between the Contractor and the customer.

11. PERIOD OF PERFORMANCE

This TA is effective from 05/19/09 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding last submitted on 05/20/2009.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.